

STATE OF NEVADA  
BOARD OF HEARING AID SPECIALISTS

MINUTES

APRIL 17, 2004

1. Call to Order and Roll Call

Chair Lloyd called the meeting to order at 10:20 A.M. Roll call showed the following individuals present:

Board Members:

Susan Lloyd, Chair  
Tracy Sandborn, Member  
Rick Vaughn, Member

Staff:

Christina Harper, Board Administrator  
George Campbell, Deputy Attorney General

Public:

There was no public present.

Chair Lloyd determined that a quorum was present.

2. Approval of Minutes

A. November 15, 2003 Board Meeting Minutes

Chair Lloyd suggested keeping language

Member Vaughn moved to accept the November 15, 2003 Board meeting minutes as amended, seconded by Member Sandborn. The motion passed unanimously.

3. Review and Adopt Amendments to Policy Procedure Manual

Mrs. Harper stated that there were no changes or amendments to the Policy Manual.

Mrs. Harper did state that the State of Nevada no longer has a contract with Southwest Airlines; as such there is no set airline ticket amount and the Board is free to either select a refundable or non-refundable ticket option.

4. Request from Janice Ritchie to Have Her License Reinstated

Janice Ritchie was not present at the meeting.

Chair Lloyd suggested that in her review of NRS 637A.200, the Board should reinstate Ms. Ritchie's license with proof of 12 Continuing Education Units for 2003-04, a reinstatement fee of \$100, a lapsed fee of \$100, and a renewal fee for the 2003-04 licensure period of \$200; for a total fee of \$400 to have her license reinstated for the period of 2003-04. Ms. Ritchie has not renewed her license since the 2000-01 licensure period, if Ms. Ritchie requests that her license be reinstated effective for the 2001-02 licensure period she will have to provide proof of 12 Continuing Education Units for each year (for a total of 36 CEU's) and a \$200 renewal fee for each licensure period (for a total of \$600).

The Board directed Mrs. Harper to send a letter to Ms. Ritchie with the options for license renewal and receipt of appropriate fees.

5. 10:30 A.M. Workshop to Discuss NAC 637A.220 – Duties of Licensee; Prohibited Acts, Disciplinary Action

Chair Lloyd opened the workshop at 10:35 A.M. There were no public present. The Board discussed that the serial number is to be listed on the Bill of Sale and a second copy of the Bill of Sale should be provided to the consumer with the serial number listed at the time of fitting.

It was discussed that the medical clearance form being separate from the Bill of Sale is addressed in 637A.195(b).

There were no further comments. The Board agreed to not take any further action on this regulation. Chair Lloyd closed the workshop at 10:45 A.M.

6. Discuss Bill Draft Requests for the 2005 Legislative Session

The Board decided to submit the following bill draft requests:

- 1) NRS 637A.200(3)(a) and (b) to delete the reference of 5 years to renew a license and insert, "within 3 months". The Board's rationale was that they would like to have licensees keep a current license.
- 2) Resurrect SB 149 from the 2003 Legislative Session with an increase in fees.

7. Report of Board Chair

A. Schedule Next Board Meeting

Chair Lloyd stated that her term expires on June 30, 2004 and Hearing Aid Specialist Kathleen VanderWall would like to be on the Board as Chair Lloyd's replacement.

Mrs. Harper was directed to contact the Governor's office regarding the appointment of Chair Lloyd's position.

The next Board meeting was scheduled for September 18, 2004 at 10:00 A.M. in Reno.

B. Schedule Next License Examination

The next licensure examination was scheduled for July 24, 2004 at the Miracle Ear Office in Las Vegas.

It was discussed to fly Ms. VanderWall to Las Vegas to attend the next examination.

8. Report of Secretary/Treasurer

A. Financial Report

Mr. Campbell reminded the Board that they should ensure that their insurance policies are paid and up to date. Mr. Campbell recommended that Mrs. Harper contact Katie Merriner at Risk Management to ensure that the Board is properly insured.

The Board reviewed and approved the latest financial report.

9. Report of Board Administrator

A. Application Profiles

The Board reviewed licensure applications for Kathleen Jyong Lee and Nichole Sheldon.

Following a review of Kathleen Jyong Lee's application as a Hearing Aid Apprentice, sponsored by Susan Lloyd, Member Sandborn moved approval of Kathleen Jyong Lee as a hearing aid apprentice, seconded by Member Vaughn. The motion passed unanimously.

Following a review of Nichole Sheldon's application as a Hearing Aid Specialist, Member Vaughn moved approval for Nichole Sheldon, pending receipt of letter from past employers, to sit for the next licensure examination, seconded by Member Sandborn. The motion passed unanimously.

B. Licensee Examination Results from January 2004

Mrs. Harper reported that John Alba passed the licensure examination held in January; he has been notified and issued a license.

There was a discussion to place on the next agenda a review and possible raising of the passing score of the Statutes and Ethics examination.

C. Review of Quarterly Reports for Apprentices

The Board reviewed the quarterly reports for apprentices.

Chair Lloyd requested that a blank copy of the quarterly report be sent to her.

#### D. Complaints

#03-01-060 – Following a discussion, Member Vaughn moved to dismiss the complaint, seconded by Member Sandborn. The motion passed unanimously.

#03-11-061 – Following a discussion, Member Vaughn moved that the Consumer is owed a \$200 refund from the Specialist and that the Specialist owes every Consumer a refund of \$200 to all clients since the adoption of the regulation, seconded by Member Sandborn. The motion passed unanimously.

#04-02-062 – Following a discussion, Member Sandborn moved to dismiss the complaint, seconded by Member Vaughn. The motion passed unanimously.

#04-02-063 – Following a review and discussion, Member Vaughn requested further investigation on whether or not the hearing aids are digital, seconded by Member Sandborn. The motion passed unanimously.

#02-06-046 – Following a discussion, Member Vaughn moved for further investigation. Member Vaughn withdrew his motion. This issue was tabled until a further investigation can be conducted.

Member Vaughn stated that the aids were never returned to the manufacturer and disputed the investigator's report.

It was discussed and agreed upon that the criteria for the Investigator is they must contact both parties to conduct a fuller investigation.

#01-06-023 – Following a discussion, Member Sandborn moved to dismiss the complaint and send a letter to the Consumer that the complaint was noted by the Board, seconded by Member Vaughn. The motion passed unanimously.

#02-06-045 – Following a discussion, Member Vaughn moved to table a review of the complaint until the next meeting.

#01-02-011 – Following a discussion, Member Vaughn moved to dismiss the complaint, seconded by Member Sandborn. The motion passed unanimously.

#01-06-011 – Following a discussion, it was discussed to have a further investigation on this complaint.

#01-06-025 – Following a discussion, Member Vaughn moved for the Specialist to refund the FULL AMOUNT to the consumer and for the refund to be sent through the Board Office, seconded by Member Sandborn. The motion passed unanimously.

#01-06-029 – Following a discussion, Member Vaughn moved to dismiss the complaint, seconded by Member Sandborn. The motion passed unanimously.

It was discussed that this is out of the jurisdiction of the Board, as the manufacturer is out of business. The Board suggested that the Consumer may want to consider small claims court action with the Hearing Aid Specialist

#02-09-049 – Following a discussion, Member Sandborn moved to table the complaint and look at the original complaint, seconded by Member Vaughn. The motion passed unanimously.

9. Report of the Attorney General

Mr. Campbell had no additional comments.

10. Public Comment

There were no public comments.

Member Vaughn requested that the issue of advertising be placed on the next agenda.

Mrs. Harper presented Chair Lloyd with a plaque for all of her years of hard work and service to the Hearing Aid Specialist Board.

11. Adjournment of Meeting

Member Vaughn moved to adjourn the meeting at 12:30 P.M., seconded by Member Sandborn. The motion passed unanimously.